

Maintain
 **Customer**

Your Office 24/7/365

www.haditelecom.com

Maintain Customer

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What is MaintainCustomer?

MaintainCustomer is Hosted PBX and customer care solution for Small and Medium Enterprises.

It helps a lot to improve Company's impression, Customer Care and Customer retention.



How MaintainCustomer works?

MaintainCustomer is a hosted solution and a company does not have to install hardware, software or any phone line at their premises. A separate local landline for company will be managed by Hadi Telecom. Callers can call at that number for 24 hours. In office hours calls be connected to officials and in off hours callers can record their sales inquiries in voicemail.

A web interface will be provided to company's official to see missed and received call logs (CLI's).

Company's official will be able to listen to sales inquiries, complaints and suggestions recorded by callers.



Why a company needs MaintainCustomer?

With this solution, Company's interaction with their customer improves and any potential sales call is never missed. An administrator of the company would have following benefits and access of information over the Internet:

- CLI listing of sales, complaints and support calls.
- Customer's sales call recordings in off hours.
- Customer's complaints and suggestions recordings.
- Better corporate look for small companies at Cheaper Price.
- A call is never missed.
- No Busy Signal in your line.
- User can schedule his phone availability.
- User can block unwanted calls.

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Live Demo:

Step-1:

Go to the following web-page:

<http://www.haditelecom.com/maintaincustomer/demo>

Enter the guest username and password as follows:

username: **maintaincustomer**

password: **pass123**

Step-2:

Dial 042 - 32801143 to hear a demonstration.

DEMO

Click here for a live demo of the MaintainCustomer application.

For Testing Dial 042 - 32801143

Maintain Customer Features:

Auto Attendant (Welcome Message)

Scheduling support / Sales calls to concerned Personnel.

Call Forwarding (Conditional and Unconditional)

Recording suggestions, complaints and order new sales.

Conferencing Calling

Call Recording

Voicemail

Ranking Company's Products and Services (Tele-voting)

Products pricing playback to customers. This feature include administrator interface to change prices.

Email alerts to administrator about incoming customers calls.

After hours separate auto-attendants with distinct greetings & call routing based on the time of day.

Maintain Customer

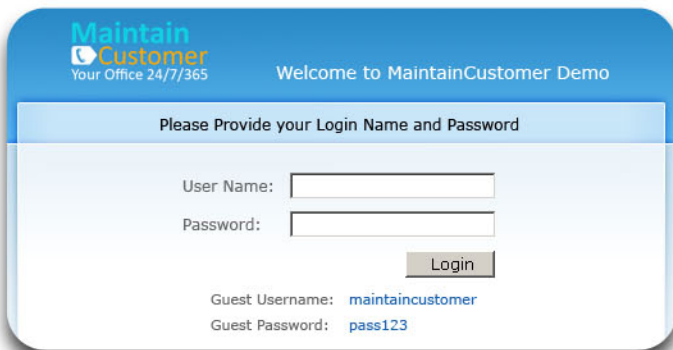
Your Office 24/7/365

Client doesn't have to purchase:

- Any hardware or telephone lines.
- No computers or softwares
- No power backup



Application Screen Shots:



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Your Office 24/7/365

Welcome to MaintainCustomer Demo

Please Provide your Login Name and Password

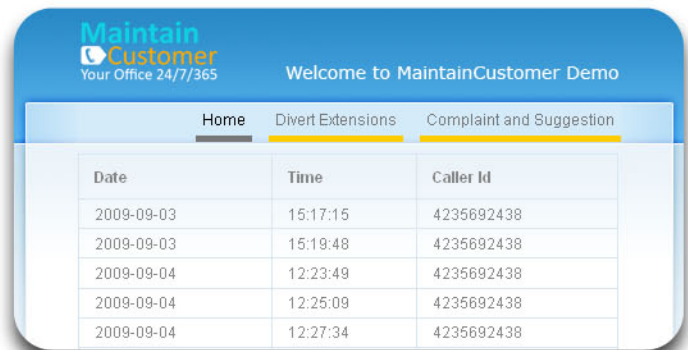
User Name:

Password:

Guest Username: [maintaincustomer](#)

Guest Password: [pass123](#)

Login Screen



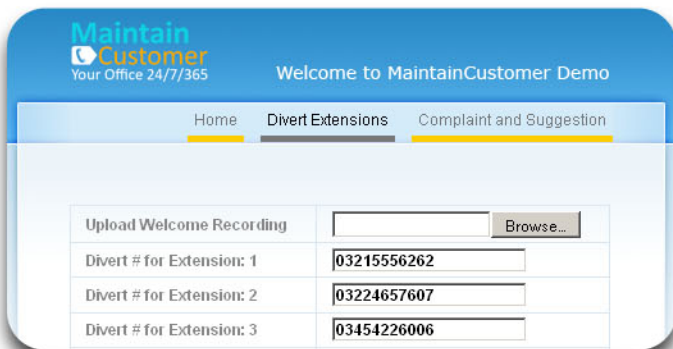
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Welcome to MaintainCustomer Demo

Home | Divert Extensions | Complaint and Suggestion

Date	Time	Caller Id
2009-09-03	15:17:15	4235692438
2009-09-03	15:19:48	4235692438
2009-09-04	12:23:49	4235692438
2009-09-04	12:25:09	4235692438
2009-09-04	12:27:34	4235692438

Customer CLI's



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Welcome to MaintainCustomer Demo

Home | Divert Extensions | Complaint and Suggestion

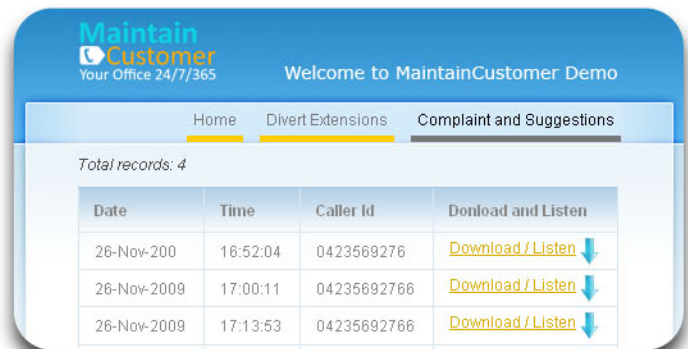
Upload Welcome Recording

Divert # for Extension: 1

Divert # for Extension: 2

Divert # for Extension: 3

Extension Call Diverts



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Home | Divert Extensions | Complaint and Suggestions

Total records: 4

Date	Time	Caller Id	Download and Listen
26-Nov-200	16:52:04	0423569276	Download / Listen ↓
26-Nov-2009	17:00:11	04235692766	Download / Listen ↓
26-Nov-2009	17:13:53	04235692766	Download / Listen ↓

Customer Sales Inquiries and Suggestions

About Hadi Telecom

Hadi Telecom deals in sophisticated, easy-to-use, and hosted VoIP products and solutions for enterprises. Its products focusing over Small and Medium Enterprises (SMEs), Educational institutes (Schools and Colleges) and Health sector (Consultant Doctors and Hospitals).

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